

**WC014 SALDANHA BAY MUNICIPALITY- DRAFT SCHEDULE OF SERVICE DELIVERY STANDARDS
TABLE**

Standard	Description	Service Level
<u>Solid Waste Removal</u>		
	Premise based removal (Residential Frequency)	Weekly From 1 to 3 removals per week, depending on clients needs, and type of waste generated
	Premise based removal (Business Frequency)	Weekly
	Bulk Removal (Frequency)	240 Litre wheelie bins provided
	Removal Bags provided(Yes/No)	Garden waste can also be placed in wheelie bin
	Garden refuse removal Included (Yes/No)	Daily
	Street Cleaning Frequency in CBD	Monthly
	Street Cleaning Frequency in areas excluding CBD	
	How soon are public areas cleaned after events (24hours/48hours/longer)	48 hours, 2 work days
	Clearing of illegal dumping (24hours/48hours/longer)	Illegal dumping is cleaned as per a fixed program, if illegally dumped waste pose a serious health threat, it will be cleaned within 48 hours
	Recycling or environmentally friendly practices(Yes/No)	Yes
	Licenced landfill site(Yes/No)	Yes
<u>Water Service</u>		
	Water Quality rating (Blue/Green/Brown/N0 drop)	Bluedrop Only first 6kl is free to indigents consumers
	Is free water available to all? (All/only to the indigent consumers)	Monthly basis
	Frequency of meter reading? (per month, per year)	
	Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Three months
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Four months
	<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>	
	One service connection affected (number of hours)	1-2 hrs Depending on complexity of interruption
	Up to 5 service connection affected (number of hours)	2-4 hrs Depending on complexity of interruption
	Up to 20 service connection affected (number of hours)	4-7 hrs Depending on complexity of interruption
	What is the average minimum water flow in your municipality?	3 Bar
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
	How long does it take to replace faulty water meters? (days)	45 Minutes per meter
	Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Yes

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<u>Electricity Service</u>		
	What is your electricity availability percentage on average per month?	99%
	Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
	How much do you estimate is the cost saving in utilizing the ripple control system?	R 45 000 per month
	What is the frequency of meters being read? (per month, per year)	Monthly
	Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Three months
	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	One Month
	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
	Are accounts normally calculated on actual readings? (Yes/no)	Yes
	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
	How long does it take to replace faulty meters? (days)	2 Days
	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
	How effective is the action plan in curbing line losses? (Good/Bad)	Medium
	How soon does the municipality provide a quotation to a customer upon a written request? (days)	14 Days
	How long does the municipality take to provide electricity service where existing infrastructure can be used? (working days)	7 days
	How long does the municipality take to provide electricity service for low voltage users where network extension is not required? (working days)	14 day
	How long does the municipality take to provide electricity service for high voltage users where network extension is not required? (working days)	30 days

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<u>Sewerage Service</u>		
	Are your purification system effective enough to put water back into the natural environment after purification?	Yes
	<i>How long does it take to restore sewerage breakages on average</i>	
	Severe overflow? (hours)	2-4 hrs
	Sewer blocked pipes: Large pipes? (Hours)	3-5 hrs
	Sewer blocked pipes: Small pipes? (Hours)	1-2 hrs
	Spillage clean-up? (hours)	1 hr
	Replacement of manhole covers? (Hours)	1 hr
<u>Road Infrastructure Services</u>		
	Time taken to repair a single pothole on a major road? (Hours)	2-4 hrs
	Time taken to repair a single pothole on a minor road? (Hours)	1-2 hrs
	Time taken to repair a road following an open trench service crossing?	2-3 days
	Time taken to repair walkways?	As per work programme
<u>Property valuations</u>		
	How long does it take on average from completion to the first account being issued? (one month/three months or longer)	6 months
	Do you have any special rating properties? (Yes/No)	No
<u>Financial Management</u>		
	Are the financial statement outsourced? (Yes/No)	No
	How long does it take for an Tax/Invoice to be paid from the date it has been received?	80%+ in 30 days
	Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	No
<u>Administration</u>		
	Reaction time on enquiries and requests?	1-5 days
	Time to respond to a verbal customer enquiry or request? (working days)	1-3 days
	Time to respond to a written customer enquiry or request? (working days)	3 days
	Time to resolve a customer enquiry or request? (working days)	3 days
	How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 Day
	How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Weekly
<u>Community safety and licensing services</u>		
	How long does it take to register a vehicle? (minutes)	7 min
	How long does it take to renew a vehicle license? (minutes)	5 min
	How long does it take to issue a duplicate registration certificate vehicle? (minutes)	10 min
	How long does it take to de-register a vehicle? (minutes)	5 min
	How long does it take to renew a drivers license? (minutes)	10 min
	What is the average reaction time of the fire service to an incident? (minutes)	3 min
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	15 min
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	40 min